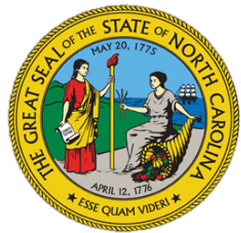


North Carolina COVID-19 Vaccine Management System

CVMS Provider Portal Vaccine Administration User Guide

Version 3

January 13, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021

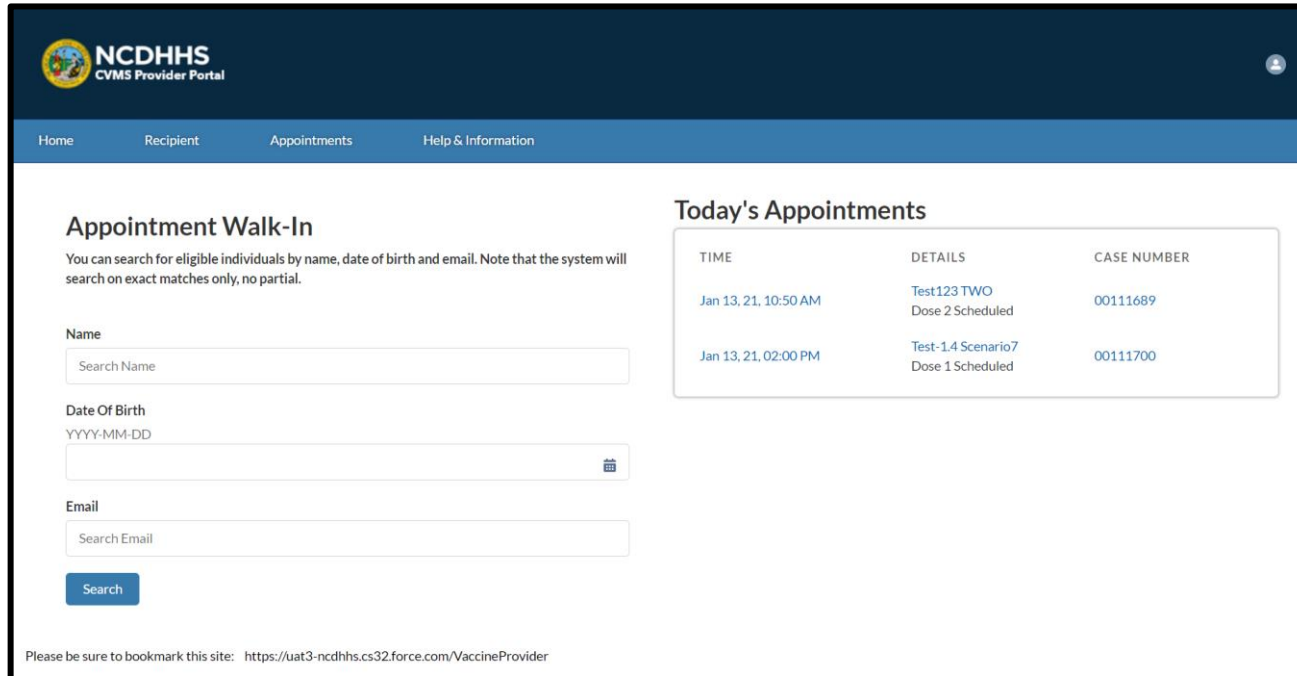
3. You will receive an e-mail with your username and temporary password to log into the portal

Table of Contents

	Pages
Vaccine Administration Overview and Process	4 - 7
Enter & Submit Vaccine Administration Record	8 – 17
Post-Vaccine Administration Reminders	18 – 19
Appendix	20 – 23

Vaccine Administration Overview and Process

Overview



The screenshot shows the NCDHHS CVMS Provider Portal. The header includes the NCDHHS logo and the text "CVMS Provider Portal". Below the header is a navigation bar with links: Home, Recipient, Appointments, and Help & Information. The main content area is divided into two sections. On the left, "Appointment Walk-In" provides instructions for searching by name, date of birth, or email. It includes input fields for Name, Date Of Birth (YYYY-MM-DD), and Email, each with a "Search" button. On the right, "Today's Appointments" displays a table of scheduled appointments.

TIME	DETAILS	CASE NUMBER
Jan 13, 21, 10:50 AM	Test123 TWO Dose 2 Scheduled	00111689
Jan 13, 21, 02:00 PM	Test-14 Scenario7 Dose 1 Scheduled	00111700

Please be sure to bookmark this site: <https://uat3-ncdhhs.cs32.force.com/VaccineProvider>

Administering the COVID-19 Vaccine typically involves:

1. Confirming Recipient consent to receive the COVID-19 Vaccine
2. Recording the Vaccine Administration details
3. Understanding post-Vaccine Administration reminders

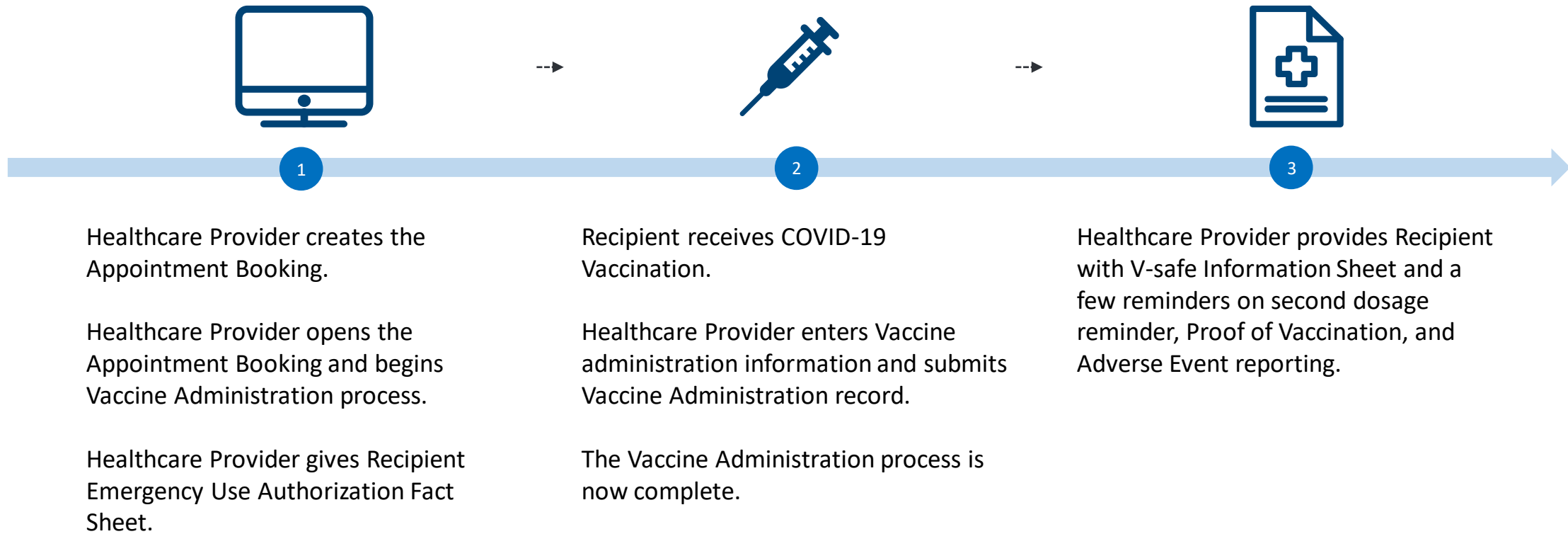
The processes included in this training are for the **Healthcare Provider and Healthcare Location Manager** profiles.

You will also need to:

- Use the latest version of Chrome, Edge Chromium, Firefox, or Safari (Internet Explorer or Edge non-Chromium are not supported)
- Log into the CVMS Provider portal at <https://covid-vaccine-provider-portal.ncdhhs.gov> using your NCID username and password.

Now, let's get started!

Vaccine Administration Process



Key Terms

EUA Fact Sheet

Under section 564 of the Federal Food, Drug, and Cosmetic Act, the FDA Commissioner may allow unapproved medical products or unapproved uses of approved medical products to be used in an emergency to diagnose, treat, or prevent serious or life-threatening diseases or conditions caused by CBRN threat agents when there are no adequate, approved, and available alternatives. This is known as Emergency Use Authorization.

Enter & Submit Vaccine Administration Record

Step 1 of 9: Recipient Appointment Booking

When a **RECIPIENT** walks in to receive their COVID-19 Vaccine, the Healthcare Provider who initially verifies their Eligibility and identity will create an Appointment Booking for the Recipient.

The Healthcare Provider who will administer the COVID-19 Vaccine will select the Recipient under **TODAY'S APPOINTMENTS** on the **HOME PAGE**.


Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

See Appendix for options if recipient's eligibility status is Not Approved.



Home Recipient Appointments Help & Information


Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

YYYY-MM-DD




Email

Search

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 03:01 PM	Walkin Example Dose 2 Scheduled	00111942	Clinic ABC Loc 1
Jan 19, 21, 03:55 PM	Test-1.4 Scenario8 Dose 1 Scheduled	00111940	Clinic ABC Loc 1
Jan 19, 21, 04:00 PM	VaccineAdmin Test Dose 1 Scheduled	00112070	Clinic ABC Loc 1



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HUMAN SERVICES

9

Step 2 of 9: Begin Vaccine Administration

When you are ready to begin the **VACCINE ADMINISTRATION PROCESS**, navigate to the **HOME PAGE** and find the **CORRECT BOOKING**. The Appointment Booking will initiate the Vaccine Administration process, where you will **VERIFY THE RECIPIENT’S IDENTITY, REVIEW THEIR MEDICAL HISTORY, CAPTURE THE VACCINE DETAILS**, and more.

- 1. On your Home Page, locate the **TODAY’S APPOINTMENTS** section
- 2. Click the **CORRECT APPOINTMENT BOOKING** for the Recipient


Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

Some users can view **TODAY’S APPOINTMENTS** for multiple locations. Be sure to click on the correct appointment booking for the desired location.



Home Recipient Appointments Help & Information

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

YYYY-MM-DD

Email

Search

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 03:01 PM	Walkin Example Dose 2 Scheduled	00111942	Clinic ABC Loc 1
Jan 19, 21, 03:55 PM	Test-1.4 Scenario8 Dose 1 Scheduled	00111940	Clinic ABC Loc 1
Jan 19, 21, 04:00 PM	VaccineAdmin Test Dose 1 Scheduled	00112070	Clinic ABC Loc 1

Step 3 of 9: Receive Verbal Consent

Clicking on the Recipient's Appointment Booking takes you to the **PATIENT VERIFICATION & SCREENING** page.

1. Review the Recipient's health information on the right-hand side of the screen and click **NEXT**
2. On the **VACCINE CONSENT AND MEDICAL HISTORY** page, read the **DISCLOSURE STATEMENT** to the Recipient
3. After you **RECEIVE VERBAL CONSENT**, you can **CHECK** the check box indicating that consent was provided and click **NEXT**

*Note: The Recipient's **MEDICAL HISTORY** will be displayed on the right-hand side of the screen throughout the entire Vaccine Administration Process.*

Patient Verification & Screening

Appointment Details

Wednesday, Jan 13 at 02:05 PM
Location: Clinic ABC Loc 1
Address: 3240 Testing Dr null, Charlotte, North Carolina 72610

Please review the health information on the right, then click the Next button.

Vaccine Consent and Medical History

Vaccination Consent

Disclosure Statement

Life threatening allergic reactions to vaccines are very rare. Signs of a serious allergic reaction include: shortness of breath, hoarseness of wheezing, hives, paleness, weakness, elevated heart rate, or severe dizziness. These symptoms may occur within a few minutes, or up to 48 hours after the vaccination. If you are experiencing any of these symptoms, you should contact a healthcare provider immediately.

* ☒ Verbal Consent: The patient or legal guardian has been provided the benefits and potential adverse reactions, and provides consent to receive the vaccine.

Medical History

VaccineAdmin Test
DOB: Dec 12, 1933
Age: 87

Gender
Male

Race
White

Ethnicity
Not Hispanic or Latino

Audience

**Healthcare
Provider**

Healthcare Location Manager

Step 4 of 9: Provide the EUA Fact Sheet

Before you administer the COVID-19 Vaccine, you must also **PROVIDE** the **EMERGENCY USE AUTHORIZATION (EUA) FACT SHEET** and the **V-SAFE INFORMATION SHEET** to the Recipient or guardian.

1. Obtain copies of the EUA Fact Sheet at this website (There will be different EUAs for different Vaccines): <https://www.fda.gov/media/144414/download> (Pfizer EUA)
2. Obtain copies of the V-SAFE Information Sheet at this website: https://immunize.nc.gov/providers/ncip/pdf/v_safe_poster_508.pdf
3. Provide the Recipient or guardian with the EUA Fact Sheet prior to vaccination.
4. Ask the Recipient if they have any questions about the risks and benefits of receiving the COVID-19 Vaccine.
5. Counsel the Recipient on the importance of enrolling in V-safe to report any adverse events following vaccination.

Audience

Healthcare
Provider

Healthcare
Location Manager

Step 6 of 10: Review the Vaccine Administration Details

Once you receive Vaccine consent and provide the EUA Fact Sheet, you will continue to the **VACCINE ADMINISTRATION** page. This page is where you will **CAPTURE KEY INFORMATION** about the **COVID-19 VACCINE ADMINISTERED**.

NCDHHS
CVMS Provider Portal

Home

Recipient

Appointments

Help & Information

Vaccine Administration

Vaccination Details

* Injection Site

Left Deltoid

* Dose

First Dose

Second Dose

* Route

Intramuscular (IM)

Subcutaneous (SQ)

Intradermal (ID)

* Date and Time of Vaccination

Date

Jan 13, 2021

Time

2:18 PM

On Behalf of (Clinician)

-- Select Vaccine Administrator --

123

Enter vial

Clear

Medical History

VaccineAdmin Test

DOB: Dec 12, 1933

Age: 87

Gender

Male

* Vaccine Product

Pfizer-BioNTech (195 MDV) COVID-19 Vaccine

* Manufacturer

Pfizer-BioNtech

* Available Vaccine Inventory

Expiration 1/13/2021 8:30 (Exp. Date: 1/13/2021) (Lot No: 100)

Lot Number

100

Serial Number

100

NDC

59267-1000-02

Expiration Date

Jan 13, 2021

Notes

No notes to report.

Previous

Email Address

Phone Number

Preferred Communication Channel

None

Next

NC DEPARTMENT OF
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Audience

**Healthcare
Provider**

Healthcare Location Manager

Step 7 of 10: Vaccine Administration Details for the Second Vaccine Dose

Vaccine Administration

Dose 1 Details

Date and Time
12/17/2020, 02:58 PM EST

Administered By
RegressionTest HCP

On Behalf of (Clinician)
RegressionTest HCP

Location
RegressionTest Loc 12

Vaccine Inventory
RegTest3 Delivery 12/16/2020

Vaccine Product
Pfizer-BioNTech (25 MDV) COVID-19 Vaccine

Lot Number
Lot999999

Medical
Callen R
DOB: De
Age: 25

Gender
Male

Race
Asian

Ethnicity
Not Hisp

Health C
None

Covid-19
No

Critical /
Yes

If your Recipient has already **RECEIVED THE FIRST DOSE** of the COVID-19 Vaccine, you will see **FIRST DOSE DETAILS** at the top of the **VACCINE ADMINISTRATION PAGE**.

Dose 1 Details will include:

- Date and Time
- Administered By
- On Behalf Of (Clinician)
- Location
- Vaccine Inventory
- Vaccine Product
- Lot Number

Alternately, if a Recipient received their first dose outside of CVMS (e.g., out of state, through a Long-Term Care facility), the **FIRST DOSE DETAILS** will not appear. You may still mark the dose as a **SECOND DOSE**. In that instance, a warning label will appear at the top of the screen prompting you to verify that the Recipient has received their first dose.

Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

Verify if a prior dose was given to the Recipient.


Selecting **SECOND DOSE** will put the Recipient into **DOSE 2 ADMINISTERED** status.

Warning

Please verify the recipient has received their first dose before choosing Second Dose.



Step 8 of 10: Enter Vaccine Administration Details



Home

Recipient

Appointments

Help & Information

Vaccine Admin

Vaccination Details

* Injection Site

Left Deltoid

* Dose

First Dose

Second Dose

* Route

Intramuscular (IM)

Subcutaneous (SQ)

Intradermal (ID)

* Date and Time of Vaccination

Date

Jan 13, 2021

Time

2:18 PM

On Behalf of (Clinician)

-- Select Vaccine Administrator --

123

Enter vial

Clear

On the **VACCINE ADMINISTRATION** page, you will capture all **VACCINE DETAILS**.

1. Populate all **REQUIRED** Vaccination details

- Injection Site
- Dose
- Route
- Date & Time of Vaccination (This field will default to the current date and time, but can be edited to record a Vaccine administered in the past)

Note: The field **ON BEHALF OF (CLINICIAN)** allows you to enter information on behalf of another clinician who administered the COVID-19 Vaccine.

Audience

Healthcare Provider

Healthcare Location Manager

Tips

Use the drop-down for the **ON BEHALF OF (CLINICIAN)** field and type the first letter of the clinician’s name.

If the individual completing the form is the person who administered the Vaccine, **DO NOT ENTER** anything in the **ON BEHALF OF (CLINICIAN)** field.

Step 9 of 10: Enter Vaccine Administration Details

* Vaccine Product
Pfizer-BioNTech (195 MDV) COVID-19 Vaccine

* Manufacturer
Pfizer-BioNtech

* Available Vaccine Inventory
Expiration 1/13/2021 8:30 (Exp. Date: 1/13/2021) (Lot No: 100)

Lot Number
100

Serial Number
100

NDC
59267-1000-02

Expiration Date
Jan 13, 2021

Notes
No notes to report.

Previous

1. Continue populating all **REQUIRED** Vaccination details
 - Vaccine Product (Vaccine Type)
 - Available Vaccine Inventory (what lot?)
2. Enter any additional notes that are relevant in the **NOTES** text field
3. **REVIEW ALL VACCINE DETAILS**
4. Click **NEXT**

*If you are administering a second COVID-19 Vaccine dose, please be sure to confirm the COVID-19 vaccine is from the **SAME MANUFACTURER** as the first COVID-19 Vaccine dose.*

MANUFACTURER, LOT NUMBER, SERIAL NUMBER, NDC NUMBER and EXPIRATION DATE will AUTO POPULATE once you select the Available Vaccine Inventory.

Audience

Healthcare
Provider

Healthcare
Location Manager

Step 10 of 10: Finish an Appointment

The final page of the Vaccine Administration Process is the **SCHEDULE FOLLOW-UP** page. This page will remind you to tell the Recipient to schedule their second dose appointment. Click **FINISH APPOINTMENT** to close the appointment and bring up the **HOME PAGE**.

If this is a second dose, the **SCHEDULE FOLLOW UP** page will not appear, and you will instead be routed back to the **HOME PAGE**.

See the next section for a few POST-APPOINTMENT REMINDERS.

Audience

Healthcare
Provider

Healthcare
Location Manager

Schedule Follow Up

Second Dose Disclaimer

The COVID-19 vaccine requires a booster dose 21 days after your initial dose.

Medical History

VaccineAdmin Test
DOB: Dec 12, 1933
Age: 87

Gender
Male

Post-Vaccine Administration Reminders

Post Vaccine Administration Reminders

After recipients received a first dose, they will receive **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** of the timing requirements for the second dosage:

1. The first reminder is **24 HOURS** after
2. The second is **ONE WEEK AFTER** the first dosage is administered.

They also will receive a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for them.

NOTE: COVID-19 vaccination record cards should be provided to them after they receive their Vaccine.

They can request you to share a completed vaccination record card with important information about the COVID-19 Vaccine you received (i.e., Vaccine manufacturer, lot number, date of first dose administration, and second dose due date).

You can also suggest that they take a picture of their vaccination record so they would remember the type of vaccine they received and their second appointment target date.

Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

Learn more about viewing a Recipient's Proof of Vaccination in the **CVMS Provider Portal Viewing Proof of Vaccination User Guide**.

Appendix

When the Recipient's ELIGIBILT Y STAUS is incorrect

If you have a recipient that has **ELIGIBILT Y** of **NOT APPROVED** and you determine they are eligible, then there is two options.


***Option #1:** If the Recipient informs you that their health information is **NOT CORRECT**, ask the Recipient to **UPDATE** the Enrollment (Health) Questionnaire in the **CVMS RECIPIENT PORTAL**.*

***Option #2:** You can administer the vaccine if you believe the recipient is eligible, regardless of the **ELIGIBILT Y** status in CVMS.*

Audience

Healthcare
Provider

Healthcare
Location Manager




Home

Recipient

Appointments

Help & Information

 Person Account
Test123 Six

Eligibility Status

Priority

Recipient Dose Status

Not Approved

Phase 2 Group 1

Registered

DETAILS

RELATED

Account Name

Test123 Six

Birthdate

1/16/1946

Gender

Female

Ethnicity

Hispanic or Latino

Race

Asian

Tribal Community

No

Medical Health Conditions

2 or more

Recipient Dose Status

Registered

Employer

Clinic ABC Loc 1

Industry

Risk Level

High

Do you identify as any of the following?

Frontline Essential Worker

Priority

Phase 2 Group 1

Recipient Type

Employee

Eligibility Status






Not Approved

Recipient Classification

Other Essential Worker (non-frontline)

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox or Safari to use this tool.
- https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note, Internet Explorer and Edge (Non-Chromium) will not be supported beginning January 2021.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/18/2020	<ul style="list-style-type: none">• Added Patient Verification and Screening page, Removed mention of Adverse Reaction Annotation, clarified On Behalf Of (Clinician), added Schedule Follow-up Page• Updated Process for Recipients that are not Eligible yet / Not Approved	9-18, 22	Steve DiGangi
2	1/10/2021	<ul style="list-style-type: none">• Removed any mention of the 2 CVMS Vaccine Support emails. Added Service Now Portal information	1, 2, 22	Courtney Seward
3	1/13/2021	<ul style="list-style-type: none">• Updated screenshots to include updated branding, Appointments tab, Second Dose warning label, and new Vaccine Route• Included information about Recipients who may receive a first dose outside of CVMS	5, 9-11, 13-17, 21	Steve DiGangi